

**R E M A R K S**

- Claims 1-98 are pending
- Claim 1 is amended
- Claims 8-10, 16, 28, 29, 34, 38, 56-58, 64, 76, 77, 82 and 86 are withdrawn
- Claims 1, 13, 25, 49, 61 and 73 are considered by the Examiner to be generic

**Claims 8-10, 16, 28, 29, 34, 38, 56-58, 64, 76, 77, 82 and 86 are withdrawn**

In response to the Examiner's notice that the amendment filed December 22, 2004, is not compliant, we have resubmitted the amendment to the claims.

The Examiner had required election of species from each of several groups of claims. With this amendment we have indicated (using status identifiers) that those claims from each designated group that were not elected are withdrawn. For convenience, the Examiner's groups and our elections are repeated below.

We note that Claims 8-10, 16, 28, 29, 34, 38, 56-58, 64, 76, 77, 82 and 86 are withdrawn, not cancelled. Accordingly, the present amendment includes the text of the withdrawn claims, in compliance with Rule 121(c)(4).

**Claims to be examined**

We understand that all of Claims 1-7, 11-15, 17-27, 30-33, 35-37, 39-55, 59-63, 65-75, 78-81, 83-85, and 87-98 will be examined. If this understanding is not correct, please contact Michael Downs at (203) 461-7292.

The Examiner has indicated that each of independent Claims 1, 13, 25, 49, 61, and 73 is generic. [See Office Action mailed October 22, 2004].

**Claim 1 is amended**

We note again that independent Claim 1 has been amended to recite *determining a preventative treatment for the customer*. No new matter has been added. This amendment does not further limit the scope of Claim 1.

**Election/Restriction Requirement**

The Examiner requires us to elect a single disclosed species from each of the groups of claims indicated by the Examiner.

**Our elections are as follows** for each of the claim groups 1-8 indicated by the Examiner (claim group numbering corresponds to the paragraph numbering used by the Examiner in the Office Action):

1. From Claims 8-12, we elect Claims **11 and 12**. Specifically, we elect species consonant with Claim 11 (including Claims **11 and 12**, which depends from Claim 11). Claims **11 and 12** are not mutually exclusive.
2. From Claims 14-16, we elect Claims **14 and 15**. Specifically, we elect species consonant with Claim 14 (including Claims **14 and 15**, which includes all of the features of Claim 14). Claims **14 and 15** are not mutually exclusive.
3. From Claims 26-29, we elect Claims **26 and 27**. Specifically, we elect species consonant with Claim 26 (including Claims **26 and 27**, which includes all of the features of Claim 26). Claims **26 and 27** are not mutually exclusive.
4. From Claims 32-34 and 38, we elect Claims **32 and 33**. Specifically, we elect species consonant with Claim 32 (including Claims **32 and 33**, which includes all of the features of Claim 32). Claims **32 and 33** are not mutually exclusive.
5. From Claims 56-60, we elect Claims **59 and 60**. Specifically, we elect species consonant with Claim 59 (including Claims **59 and 60**, which depends from Claim 59). Claims **59 and 60** are not mutually exclusive.
6. From Claims 62-64, we elect Claims **62 and 63**. Specifically, we elect species consonant with Claim 62 (including Claims **62 and 63**, which includes all of the features of Claim 62). Claims **62 and 63** are not mutually exclusive.
7. From Claims 74-77, we elect Claims **74 and 75**. Specifically, we elect species consonant with Claim 74 (including Claims **74 and 75**, which includes all of the features of Claim 74). Claims **74 and 75** are not mutually exclusive.
8. From Claims 80-82 and 86, we elect Claims **80 and 81**. Specifically, we elect species consonant with Claim 80 (including Claims **80 and 81**, which includes all of the features of Claim 80). Claims **80 and 81** are not mutually exclusive.

**Conclusion**

The Examiner's early examination and consideration are respectfully requested.

If there remains any question regarding the present application, or if the Examiner has any further suggestions for expediting allowance of the present application, the Examiner is cordially requested to contact Michael Downs at telephone number (203) 461-7292 or via electronic mail at [mdowns@walkerdigital.com](mailto:mdowns@walkerdigital.com).


**Authority to Charge Any Additional Fees**

We do not believe that any fees are required for this Response. Please charge any additional fees that may be required for this Response, or credit any overpayment to Deposit Account No. 50-0271.

If an additional extension of time is required, please grant a petition for that extension of time which is required to make this Response timely, and please charge any fee for such extension to Deposit Account No. 50-0271.

Respectfully submitted,

April 14, 2005  
Date

  
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